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Austria

Retail Food Sector

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Report Highlights:

The retailing sector has been undergoing considerable concentration, which is not yet over. The five largest food chains cover about 90% of the food market. Both local food products and products from other EU countries predominate on the shelves of food shops. However, there is also a market for certain U.S. products, particularly those of the prime quality sector.

Includes PSD changes: No
Includes Trade Matrix: No
Annual Report
Vienna[AU1], AU

Retail Food Sector

I. Market Summary

Austria is a small market with 8.1 million people. However, the living standard is high which results in a strong demand for high quality products and luxury articles. Foods and beverages from Austria, Germany, and other EU countries dominate the shelves of the country's retail outlets. The reason for this is primarily the duty-free movement of goods among EU members, transportation advantages, existing business ties, and the fact that legal food requirements are the same within the EU. Despite the challenges, there are some market opportunities for the U.S., particularly in the prime quality sector.

In 1999, imports of processed food products (processed meat/products, sugar/products, cocoa/products, various other edible processed products, beverages, and feeds) increased to U.S. \$2 billion (AS 26 billion, i.e. +4%). This trend is expected to continue in 2000 and 2001.

The retailing sector has been undergoing a considerable concentration, but is far from over. Of the 7,170 outlets, the majority belong to food chains, of which the largest five cover nearly 90% of the food market. The 1998 turnover of these retail outlets was U.S. \$13.6 (AS 168.5 billion). In 1999 and 2000, a turnover increase of 1 - 3% is expected.

To increase returns, a rising number of shops offer home meal replacements, and prepare daily hot meals to be eaten in the shops.

The majority of non-EU products are bought through large German importers/wholesalers. Large retail companies buy from wholesalers and producers, small companies only from wholesalers.

Average rate of exchange: U.S. \$1 = AS 12.38 in 1998
AS 12.91 in 1999
AS 15.72 on November 15, 2000

Advantages and Challenges Facing U.S. Products

Advantages/Opportunities	Challenges
Intensive travel by Austrians to the U.S. in recent years (relatively low dollar) introduced them to more American products.	The sharp decline in the Euro exchange rate versus the U.S. dollar makes U.S. exports more difficult. Since Austria is an EU member, products of other EU countries can enter the market duty free. U.S. products pay the EU duty rate.
Good image of certain U.S. products (fresh fruits, dried fruits, nuts)	The major share of the population has reservations towards certain U.S. products (beef because of hormone problem; all items containing genetically modified products). Reservations towards products with chemical food additives.
High quality of U.S. products	Unawareness of U.S. quality by consumers. Most efficient promotion (television spots) is expensive.
Population is growing (immigration).	Population is small (8.1 million) and thus import volumes small. A large share of imports from third countries come through German wholesalers.
Food imports are rising.	Imports are coming mainly from EU countries, particularly Germany and Italy. High shipping costs from the U.S. to Austria.
Niche market for various products	Compliance with strict food regulations
Good infrastructure, efficient distribution system, importers speak English.	Retail market highly concentrated, difficult to acquire shelf space in large supermarkets, high listing fees.
Income situation high and rising. Rising demand for luxury products such as certain seafoods.	

II. Road Map for Market Entry

A. Supermarkets, Hypermarkets, Club Warehouse Outlets

Entry Strategy

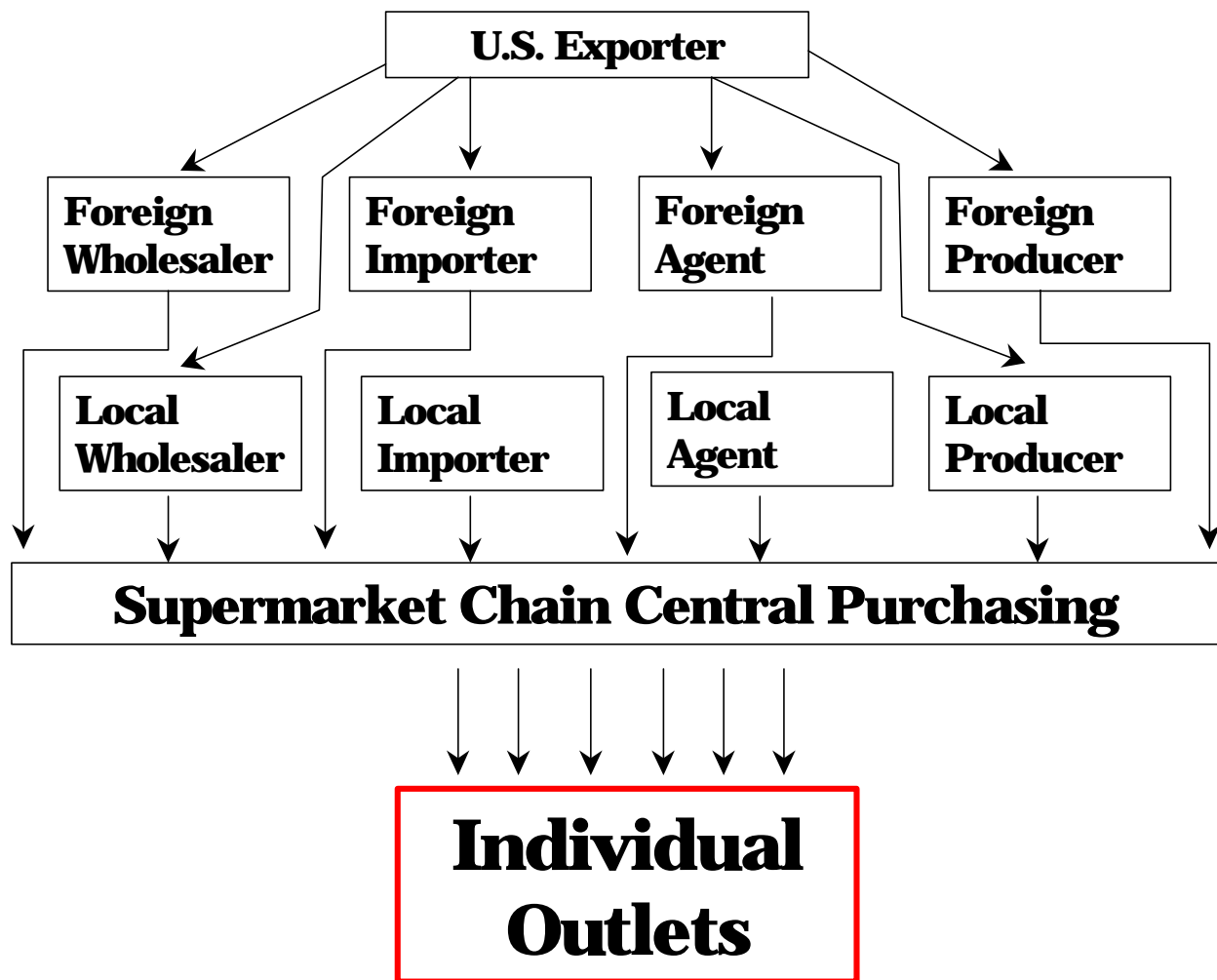
The common way to approach importers is by offering them products by fax or mail.

U.S. traders participating at food fairs have the possibility of a more efficient method. They can invite Austrian traders to their booths. One or more employees of the larger Austrian trade companies always attend the international food fairs in Cologne (ANUGA) and Paris (SIAL). In addition, the food fairs in Brno, Czech Republic and Budapest, Hungary are usually visited by Austrian food traders. As the above mentioned fairs are large and close, Austrians rarely bother to go to U.S. shows.

The best way for U.S. products to enter the Austrian market is through agents with good relations to the few supermarket chains.

Market Structure

Distribution Channel



In general, retailers buy through local and foreign importers, local and foreign wholesalers, local and foreign agents and directly from local and foreign producers. The foreign sources are mainly German ones.

This commodity flow applies particularly to supermarket chains. Large supermarket chains have their own warehouses from which the products are distributed to retail outlets.

Smaller companies or individual shops buy predominantly from wholesalers and to a lesser extent from producers.

Certain food chains buy some products from their mother company abroad or together with foreign companies.

Some food chains own plants where certain products are manufactured.

There are importers specialized in some products or product groups and importers dealing in a large range of foods and beverage. Imported products are distributed nation wide through their own sales force or through the network of other companies.

Direct sales to the central purchasing department of one of the large supermarket chains is the most desirable but at the same time the most difficult way for U.S. exporters to enter the country's market.

Company Profiles

Retailer and outlet Type	Ownership	Sales (\$Mil)	No. of Outlets	Locations	Purchasing Agent Type
BILLA - group Supermarkets Superstores	REWE concern (Germany)	3,700	1,474 (excluding 362 drugstores, which sell some foods)	Most areas	Direct, Importer, Wholesaler
HOFER Discount-Supermarkets	Aldi concern, Germany	1,700	220	Most areas	Mother company, Wholesaler, Direct
SPAR Supermarkets Superstores Hypermarket	Local	3,200	1,532	Most areas	Direct, Importer, Wholesaler
ADEG	Local	1,700	819	Most areas	Direct, Importer, Wholesaler
ZEV MARKANT Supermarkets C&C	Swiss and Local	2,300	1,534 (excluding drugstores)	Most areas	Direct, Importer, Wholesaler
LOEWA	Tengelmann, Germany	630	293	Most areas except west Austria	Mother company, Wholesaler, Direct
METRO C&C	Metro Holding, Germany	970	11	Vienna and some other cities	Mother company, Wholesaler, Direct

Concentration in the retail market has been going on for many years. From 1971 to 1998, the number of food shops dropped from 19,800 to 7,170 and in 1999 to 6,876 (-4%).

The process is far from over. In 2000, Spar took over 93 supermarkets from Meinl, which will increase its market share by about two percent points.

Billa covers mainly the eastern part of Austria and Spar the western parts.

The top five chains (Billa group, Spar, Hofer, Adeg, and ZEV-Markant) cover nearly 90% of the domestic market. It is expected that in the mid term fewer than ten chains will survive.

Fierce competition in the retail sector results in low consumer prices but at the same time causes strong pressure on producer, wholesale, and export prices.

There is a strong trend towards larger shops. In general, markets with about 500 and hypermarkets with about 2,000 square meter sales area are successful. In addition, there is a trend towards upscale shops and discount shops.

Large food chains are increasingly selling products under their own brand name.

Due to rising personnel input costs and falling margins, small shops are not profitable. For economical operation, the minimum sales area is regarded as about 350 square meters. Since around 64% of Austrian shops are smaller, a size adjustment will take place where possible. In areas where enlargement is uneconomical, small shops will close.

For a full article assortment, 400 square meter is regarded as the minimum sales area. A shop of this size should achieve a turnover of at least U.S. \$1.5 million.

Customer loyalty is declining. As a consequence, shops try to attract customers with customer cards and service offers. In addition, there is a trend to multi-functional shops, which include restaurants, lottery offices, and dry cleaners.

The unemployment rate is low, the income situation high and economic prospects for 2000 and 2001 are good. Thus there is a niche market for more expensive specialty products.

Since in many families husband and wife are working, there is little time for cooking. As a consequence, the demand for convenience products is rising.

In most supermarkets, home meal replacements are offered.

B. Convenience Stores, Gas Marts, Kiosks

There are kiosks connected with cinemas, theaters and stadiums, which however sell only sandwiches and snacks. This is also the case for the majority of train station kiosks. Only a few of them have a larger product line.

The most important non-conventional shops are gas marts, which belong to big gas station chains but are rented to individuals.

Gas marts are important as they are generally the only place legally open to sell food and sundries after working hours and on Sundays.

To save input costs, oil companies have been reducing the large number of gas stations. As a consequence, the number of gas marts decreased in 1999. A further, but more moderate drop, is expected in 2000 and possibly in 2001.

In 1999, the number of gas stations was about 3,000 and the number of gas marts around 2,500.

Despite the declining number of gas marts, the 1999 turnover of these shops remained probably at the 1998 level of about U.S. \$430 million. This amount corresponds to roughly four percent of the total food retail trade. According to a Nielsen study, sales of gas marts should rise 10 - 15% in the next 10 - 15 years.

The average annual turnover per shop is U.S.\$ 200,000, and per square meter of sales area around U.S.\$ 4,500. Due to the strong upward trend, an area productivity of U.S.\$ 8,000/square meter is regarded as a realistic possibility in the long term future.

The main turnover of gas marts is achieved with tobacco products, confection, beverages and snacks. Fresh food and fast food should have a particular growth potential. The total assortment is expected to rise to 2,500 articles in the next few years.

Around 65% of gas mart clients are occasional gas mart shoppers who buy four times per year in these shops. However, 35% buy at least three times per year in gas marts.

Company Profiles

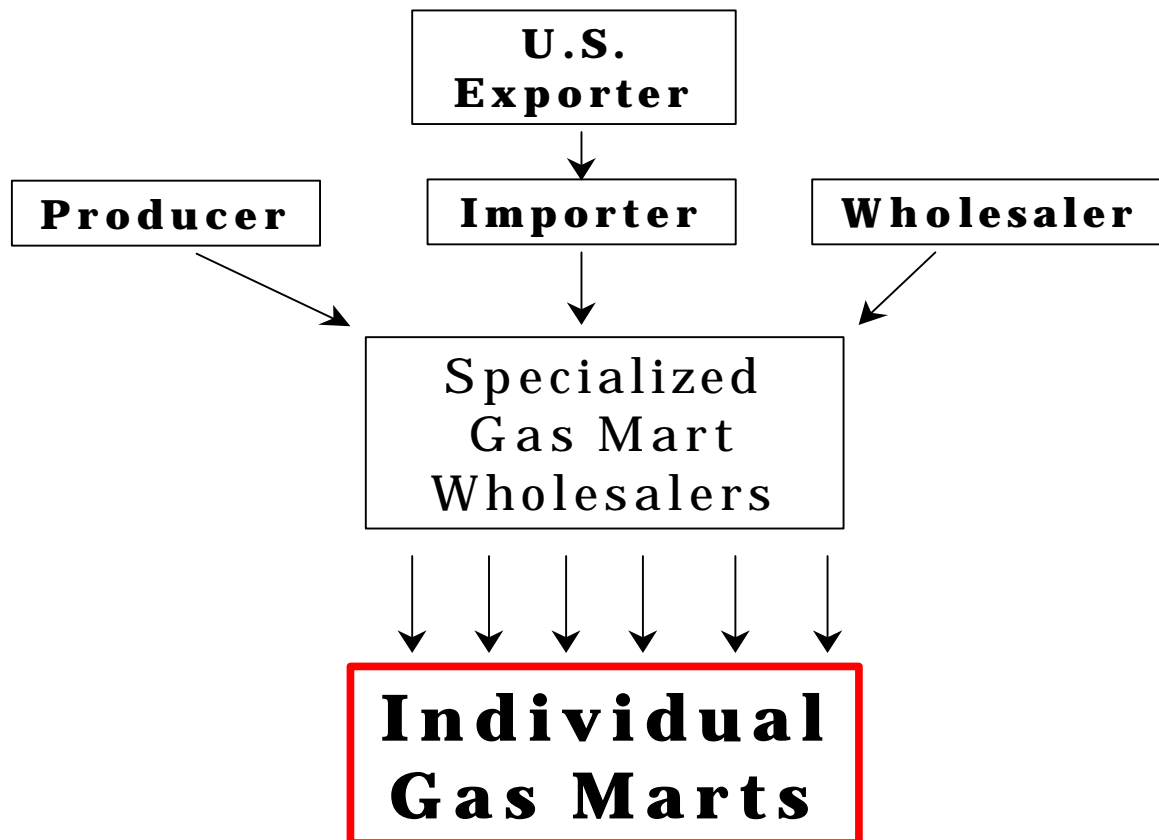
Retailer Name and Market Type	Ownership	Number of Outlets	Locations	Purchasing Agent Type
Viva Stop & Shop-Store	OMV	550	Most areas of Austria	Wholesaler
Select	Shell	300	Most areas of Austria	Wholesaler
Avanti Shop	Avanti	84	Most areas of Austria	Wholesaler
Mini-Markt, Bistro	Aral	150	Many areas of Austria	Wholesaler
Ciao Agip	Agip	160	Many areas of Austria	Wholesaler
Express Shopping. Petit Bistro	BP	475	Many areas of Austria	Wholesaler
Snack and Shop	Esso	90	Many areas of Austria	Wholesaler
Jet-Shop	Jet Conoco	50	Various areas of Austria	Wholesaler
Various	Others	600	Many areas of Austria	Wholesaler

Entry Strategy

All offers should be directed to the wholesalers who forward and discuss these offers with the gas marts.

Market Structure

Distribution Channel



Generally, foods and beverages are obtained from wholesalers which have a special branch for serving gas marts. The main companies are Lekkerland, Kinast, and Kastner. Lekkerland is by far the largest company.

Since gas marts determine the products to be placed on shelves of their company stores, it makes no sense to offer any products to individual gas shops.

The food and beverage sales of gas station shops, which already cover a relatively large share of the Austrian food market, are growing. Among U.S. products, snacks, particularly dried fruits, nuts and various mixtures of these products have the best market opportunities.

C. Traditional Markets- “Mom and Pop” Small Independent Grocery Stores and Wet Markets

Entry Strategy

These shops cover only a small percentage of the food market and their share appears to be in

permanent decline. In addition, they offer extremely limited opportunity for sales of imported U.S. products.

Mom and pop shops buy only through wholesalers.

III. Competition

Total food (raw and processed) and beverage imports account for around U.S. \$4 billion of which the U.S. share is 1%. Due to long transportation time lags for U.S. commodities and the duty free imports from EU countries, the U.S. share is small.

Since EU accession in January 1995, the domestic food processing industry is facing great economic difficulties. Products of larger food manufacturers of other EU countries are more competitive and have been coming in rising volumes into Austria.

The strongest branch within the Austrian food industry is the juice industry.

There are only a few processed U.S. foods imported into Austria. However, all U.S. products manufactured or packed in Austria and Europe are available on the domestic market.

Austria is a large net exporter of pork and particularly of beef. Nevertheless some quantities are imported each year from Germany and the Netherlands (veal and pork). There is also some market for U.S. high quality beef (USHQB) favored by upper class restaurants.

Poultry imports exceeded exports significantly in 1999. In particular, turkey imports (15,600 MT) show a rising trend. The main suppliers for the latter are France (50%), Italy (19%), Germany (15%), and Hungary (8%). Duck and geese imports come primarily from Hungary.

Dairy imports and exports are large. The latter exceeded imports by U.S.\$ 72 million. Imports include predominantly fresh cheese. Larger quantities are imported from Germany and France.

Egg imports (U.S.\$ 32) are significantly higher than exports. About half of the imports are eggs without shell and egg powder coming primarily from Netherlands and Germany. A large share of imported shell eggs are brood eggs.

Domestic fish production is marginal and limited to trout and carp. Since the country is landlocked, all marine fish, shellfish and crustacea must be imported. Total seafood imports in 1999 were 47,200 MT, valued at U.S.\$196 Million. At the same time 2,100 MT were re-exported. Imports of live, fresh, frozen fish accounted for 18,500 MT (U.S.\$ 80 million) of which 37% came from Germany, 23% from Denmark, 11% from Netherlands, 12% from Italy and the rest from other, mainly European countries. The small quantity of dried and/or salted and/or smoked fish (1,900 MT, U.S.\$ 13 million) came predominantly from Germany (63%), Denmark (16%), and the rest from other countries. Imports of fresh or frozen crustacea and molluscs increased since 1993 by more than 60% and reached 2,400 MT (U.S.\$ 83 million) in 1999. As usual, major shares came from Germany (37%), Netherlands (8%), Denmark (12%),

and Italy 12%. Also the bulk of processed seafood (total 1999 imports 24,300 MT, valued (U.S.\$81 million) comes from the traditional main suppliers Germany (55%), Netherlands (5%), Denmark (4%).

The U.S. is only a marginal supplier of seafood products to Austria; in 1999, the U.S. accounted for 80 MT, valued at U.S. \$ 700,000. Since 1993, imports from the U.S. (74 MT) increased 10%. The main seafood items from the U.S. include fresh/frozen fish and prepared seafood products. Among fresh/frozen items (60 MT), which constitute the bulk of U.S. exports to Austria, are some catfish and catfish products.

The Austrian market offers limited opportunities for U.S. exporters due to geographical separation, lower tariffs for EFTA members (Iceland and Norway) and free imports from other EU members with large seafood industries such as Germany, Denmark, and Italy. However, since demand for luxury products is growing, some sales prospects exist for U.S. seafood such as lobster, crab, shrimp and related preserved fish products. A good potential market should also exist for catfish and catfish products, fresh and breaded.

The value of 1999 fruit imports was about U.S.\$434 million. Imports include mainly citrus fruits and tropical fruits which are not grown in the country and various nuts. Among fresh fruits, there are some opportunities for U.S. grapefruit. Of the total import value of U.S. \$ 4 million 1.7% account for U.S. fruits.

For U.S. traders, Austria's nut imports are more interesting. The import value was U.S. \$6 million for almonds (U.S. share 60%, main competitor Spain); U.S. \$ 17 million for hazelnuts (no U.S. share, main competitors Turkey, Italy, Germany); walnuts U.S. \$6 million (U.S. share 18%, main competitors Rumania, Hungary and other central European countries); U.S. \$ 2 million pistachios (U.S. share 16%, main competitor Iran with 42%); U.S. \$ 1 million other nuts (U.S. share 30%, main competitor Germany). Pecan imports are small (U.S. \$59,000, U.S. share 65%); but could be increased through promotions.

In addition, there is a market for U.S. dried fruits. Total imports of dried apples are U.S. \$1.5 million (no U.S. share, main competitors are Italy (56%), Hungary and Germany); apricots U.S. \$1 million (no U.S. share, main competitors France, Germany, Turkey); prunes U.S. \$2.5 million (U.S. share 60%, main competitors France, Chile); raisins U.S. \$7 million; (U.S. share 8%, main competitors Turkey and Iran); various dried fruit mixtures U.S. \$2 million (U.S. share 8%, main competitor Germany)

Pet foods imports are around 40,000 MT. In general, the major share comes from other EU countries (70%), followed by central European suppliers (10%). The predominant EU suppliers are France and Germany. The U.S. share dropped to 0.2% in 1999. Austria is a net exporter of pet food (58,000 MT per year).

There is a strong trend to foreign premium wines. Of the wine imports totaling U.S. \$85 million, the U.S. share is close to one percent. Main competitors are Italy, France, Spain. U.S. wines priced above U.S. \$9 per bottle are competitive, and exclusive wines in the small niche over U.S. \$80 a bottle are very competitive.

IV. Best Products Prospects

A. Products in the Market which have Good Sales Potential

Tree nuts, dried fruits, rice, wine, petfood

B. Products not Present in Sufficient Quantities but which have Good Sales Potential

Pecans, cranberries, cranberry jam, cranberry juice, seafood; niche market for buffalo, antelope.

C. Products not Present Because they Face Significant Barriers

U.S. high quality beef: At the time this report was prepared, only U.S. HQB originating from cattle not raised with hormones can be imported. Hormone free status must be attested by an official U.S. veterinarian. If an agreement on the importation of U.S. HQB coming from hormone raised cattle can be reached, a relatively large volume will be marketed, particularly in tourist areas.

The U.S. could participate at Austria's rising turkey demand if the EU approves U.S. poultry slaughter plants.

V. Post Contact and Further Information

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On the Internet homepage the following market relevant reports are available: Food and agricultural import regulations, exporter guide, retail food sector, exporting to certain large food chains; market briefs on developments on the Austrian food market, gas station marts, catering

market, seafood, wine, nuts, petfood, ready to eat dishes, rice, organic foods, beverages and fruits.